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**Nguyen, Cuong**

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**Sent:** Tuesday, January 27, 2004 9:20 PM  
**To:** Nguyen, Cuong  
**Subject:** 09/504330

**Results of Search in 1976 to present db for:**  
**((((SPEC/acd AND SPEC/skill) AND SPEC/agent) AND SPEC/schedule) AND SPEC/simulation):**  
 13 patents.  
*Hits 1 through 13 out of 13*

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- | PAT. NO.     | Title   |
|--------------|---|
| 1 6,671,818  | <u>T Problem isolation through translating and filtering events into a standard object format in a network based supply chain</u>         |
| 2 6,639,982  | <u>T Method and apparatus for agent forcing and call distribution for large team call servicing</u>                                       |
| 3 6,606,744  | <u>T Providing collaborative installation management in a network-based supply chain environment</u>                                      |
| 4 6,480,600  | <u>T Call and data correspondence in a call-in center employing virtual restructuring for computer telephony integrated functionality</u> |
| 5 6,434,231  | <u>T Virtualized computer telephony integrated link for enhanced functionality in call centers</u>  |
| 6 6,359,981  | <u>T Virtualized computer telephony integrated link for enhanced functionality in call centers</u>  |
| 7 6,335,927  | <u>T System and method for providing requested quality of service in a hybrid network</u>   |
| 8 6,205,412  | <u>T Methods in computer simulation of telephony systems</u>  |
| 9 6,198,739  | <u>T Voice extensions in a call-in center employing virtual restructuring for computer telephony integrated functionality</u>             |
| 10 6,044,355 | <u>T Skills-based scheduling for telephone call centers</u>   |
| 11 5,999,525 | <u>T Method for video telephony over a hybrid network</u>   |
| 12 5,867,495 | <u>T System, method and article of manufacture for communications utilizing calling, plans in a hybrid network</u>                        |
| 13 5,867,494 | <u>T System, method and article of manufacture with integrated video conferencing billing in a communication system architecture</u>      |